

OIT 0963-87

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16 DEC 1987

MEMORANDUM FOR: Director of Information Technology

FROM:

Director of Information Resources

SUBJECT: PCNews Support for ALA

1. As part of OIT's and OIR's efforts to improve support for recently PBXed customers in ALA, a few areas have been identified in which PCNews enhancements seem appropriate. These requested improvements are a result of a survey of the Delivery 1 SAFE users in ALA who have been using PBXed PCs since November. It is our understanding that some of these enhancements have been partially developed and tested and could be implemented relatively quickly. The end result will be a much improved product for the customer. I have listed below the specific details and the priority of each desired change to the PCNews software.

There are three improvements to PCNews that fall into a first priority category:

1) Improved highlighting through a contrasting color scheme. One of the biggest user complaints in ALA has been the degraded quality of highlighting on Delivery 1 SAFE traffic.

2) Provision of a "hot keys" capability in which ALA users could select their own set of most frequently used function keys and have them available on the PC number pad. A minimum of five "hot keys" are required by ALA users so that they can more readily function in SAFE.

3) Provision of the T-number on every PCNews screen so that hung users will be able to readily locate this number. This will improve the customers ability to provide the required force-off information to the OIT service desk.

2. As a second priority item, ALA would like the readability of text in PCNews improved by widening each text line, thus spreading out the characters to enhance clarity of each letter and word. It is our understanding that this request will probably require more time and resources than the three requests noted above.

3. As a third priority 3 item, ALA users are eager to have the PC mouse support restored via PCNews. ALA's tefted PCs did support the mouse functionality and they would like this capability under the PBX/PCNews umbrella.

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4. Prompt attention to at least the first three changes would go a long way to reduce ALA's concerns about SAFE functionality under PBX and PCNews. Given that ALA relies heavily on SAFE, these three enhancements represent, in my view, a minimum level of support to improve the usability of SAFE on a PBXed PC. I recognize that the two other, lower priority changes probably are more costly to implement and that such changes must be weighed against the planned implementation of SAFE Delivery 3.5 which alleviates the need for PCNews. We appreciate the support OIT is providing ALA, and we ask that you make whatever changes are feasible to improve what is an extremely difficult situation in ALA.

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